

**A. Purpose**

This guide is intended to assist State of Illinois Apple MacBook Air and MacBook Pro computer users navigate the hardware and Mac OS X operating system to perform commonly desired functions.

**B. Owner**

End User Computing

**C. Audience**

Any State of Illinois Apple MacBook Air and MacBook Pro computer users.

## The Mac Desktop

The Mac Desktop is the term used to describe the virtual space on the computers OS that you perform all your work on and the screen that everything appears on. There are particular features of the Mac Desktop that distinguish it from other computer workspaces, such as Microsoft Windows.



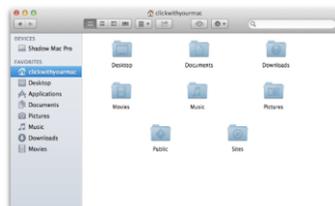
• **The Dock**

- The Dock is where you see the most commonly used tools, programs and applications.
- Learn more about the Dock: <https://support.apple.com/en-us/HT201730>



• **The Menu Bar**

- The Menu Bar is a strip of words and icons across the top of the screen. Clicking on each of these will reveal a different menu of specific commands that allow you to control your Mac and tell it what you want it to do. These menus will change depending on what program or “application” you are using at the moment.
- Learn more about the Menu Bar: [https://support.apple.com/kb/PH25077?viewlocale=en\\_US&locale=en\\_US](https://support.apple.com/kb/PH25077?viewlocale=en_US&locale=en_US)



• **Windows**

- Windows are the “views” of what you are doing on the Mac. You can have many Windows open at once. Each “Window” belongs to a different application and has a different function.
- Learn more about Mac Desktop Windows: [https://support.apple.com/kb/PH25079?viewlocale=en\\_US&locale=en\\_US](https://support.apple.com/kb/PH25079?viewlocale=en_US&locale=en_US)

- **Icons**
  - Icons on the Mac are the same as Icons on a Windows PC. Icons can represent various things on the Mac - folders, files, documents, and applications.
  - Learn more about Mac Icons: <https://support.apple.com/en-us/HT201737>

## **Common Mac Basics and support Links**

The way a Mac Book functions is very much like it's Windows counterpart, but there are some unique differences in the desktop, keyboard, touch pad and general use that once mastered make the experience a more enjoyable one. The following links will provide information to help understand many of these functions and their 'standard use' scenarios. Items specific to the State of Illinois and its network will be explained later in the document:

- Basic Function Overview
  - <https://support.apple.com/explore/new-to-mac>
  - <http://www.gcflearnfree.org/osxbasics>
  - <http://www.gcflearnfree.org/macossierra/>
  - <http://www.macforbeginners.com/computers/macbook-air/>
  
- How to take a screenshot
  - <https://support.apple.com/en-us/HT201361>
  
- Tips for Windows Switchers
  - <https://support.apple.com/en-us/HT204216>
  - <https://www.youtube.com/watch?v=-7rot3GOjDc> (PC to Mac Basics)
  
- Trackpad and Mouse Gestures
  - <https://support.apple.com/en-us/HT204895>
  
- Connecting Accessories
  - <https://www.apple.com/support/macbasics/connect/>

## **Specific Information for SOI Users**

The links above provide a basic overview and information about some specific Mac functions in any environment. The Internet is packed with links that can provide detailed information and is a great source for this information but there are some things about the Mac that are very specific to the State of Illinois's network and those will be explained below.

- **Logging in**
  - We are using what is called a Mobile/Managed account on the Macs. This allows the use of your first.last name network ID and the same password you would use on any Windows device.
  
- **PASSWORD CHANGES**
  - **Before the user's password gets changed the Mac computer MUST BE PLUGGED INTO THE NETWORK, this will ensure that their Active Directory password also gets changed. This also means it would need to be plugged into the network before a technician changes the password in Active Directory.**
  - To change the password associated to your first.last name ID:
    - Click the Apple Icon on the Menu Bar.
    - Click System Preferences.
    - Click Security and Privacy.
    - Click on Change Password.
    - Type in the old password, and then enter and verify the new password.
    - Click on Change Password
  
- **Adding Printers**
  - USB Local Printers
    - Connect the printer via USB cable.
    - Power on printer.
    - In approximately 30 seconds the printer should appear in the Print and Fax control panel.
    - If the printer doesn't automatically add itself has special features you'd like to take advantage of such as scanning or enhanced printing, you may need to install the drivers for the printer. It is always best to install download and use the latest drivers for the device.
  
  - Network Printers
    - Browse to the printer portal at: <https://intra.portal.illinois.gov>
    - Choose your Agency and the desired printer name.
    - 
  
    - You may be prompted to install the iprint client if not already loaded on the Mac. Allow it to load if prompted.

- After the iprint client loads, press one more time on the printer name and press the install button to finish the actual printer installation.

- **VPN Access**

- Macs use the Cisco AnyConnect client just like a Windows laptop does.
  - Launch the VP Software and enter the portal path “IL-Portal.illinois.gov”



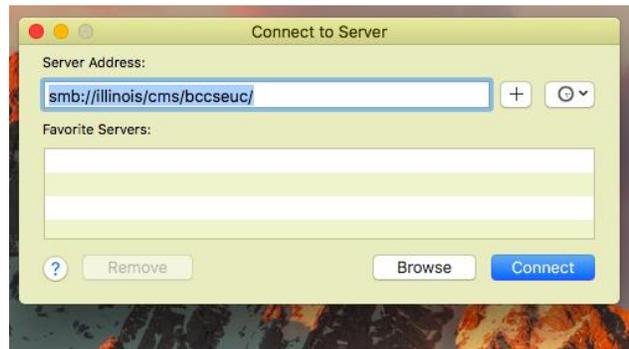
- Enter the correct agency and login credentials.



- **Mapping Network Drives**

- First determine the path to the drive you wish to connect to.
- From the Finder menu bar choose “Go”.
- Click on “Connect to Server”.

- Macs use a protocol called SMB to connect to file and server shares. Be sure to enter the desired path like the example below:



- Click the “+” to save as a favorite server (for easier re-connect).
  - Click on “Connect”. You will be prompted for your credentials to finalize the connection.
- Obtain Remote Help via TeamViewer
    - If you call the Service desk and a technician asks you to start the TeamViewer application but you do not see it on the Mac desktop there are a couple ways to start the Teamviewer Quick Support Application.
      - Click on “Finder”, Click on “Applications” within Finder, scroll down to the TeamViewer Quick Support app and launch it
      - Click on Spotlight Search on Menu bar , start typing Teamviewer, it should find and show the teamViewer Quick Support icon, click the icon to launch the app.

### To Request Help or Report a Problem with your Mac:

Call the DoIT Service Desk at 217-524-3648 or 312-814-3648

Or

Go online to <https://www2.illinois.gov/sites/doit/support/Pages/ReportAProblem.aspx>